



LIBRARY OF CALIFORNIA  
JANUARY - JUNE 2001 FINAL NARRATIVE REPORT

Regional Library Network: Heartland Regional Library Network

Address: \_\_\_\_\_

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Telephone: \_\_\_\_\_ FAX: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Fiscal/Administrative Officer/CEO: \_\_\_\_\_

(Signature)

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

Network Council Chair: \_\_\_\_\_

(Signature)

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

Submit with original signature, by 4:30 p.m., Monday, October 1, 2001 to:

*Mailing*

California State Library  
Budget Office – LoC  
Attn: Sharon Croley  
P.O. Box 942837  
Sacramento, CA 94237-0001

*Shipping/Delivery*

California State Library  
Budget Office – LoC  
Attn: Sharon Croley  
1029 J Street, Suite 400  
Sacramento, CA 95814  
(916) 445-9846

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ANNUAL REPORT  
- INSTRUCTIONS -

The following definitions are provided to assist in filling out the report. Use additional pages as needed.

**Worksheet elements:**

***1. Description***

In one or more paragraphs describe how the Regional Library Network (RLN) addressed the required program element(s). Describe the service provided, staffing, equipment or services required and operating elements. If service was contracted, describe the general terms of the contract.

***2. Service Delivery Standards/Measures***

Describe the standard(s) for the service and describe how the service was measured. A delivery example:

Standard: Delivery of 90% of items within 48 hours of placement in the delivery system.

Measures:     Number of items shipped  
                  Number of stops  
                  Number of delivery stops per week/per site  
                  Number of items received at correct destination within 48 hours of placement in delivery system

***3. Evaluation***

Describe how the service is evaluated. What statistical and narrative documentation was used to determine the usefulness of the service, its capacity to serve current and future Network members, and its effectiveness in meeting the RLN-established service delivery measures for the service? What tools are used to collect data? What issues came up in the current year that must be addressed in the following year?

***4. Budget***

A budget template has been provided. Please summarize expenditures by program category and total them at the bottom of the page.

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Program element:

18841. (Administration)

(a) Each regional library network shall establish a regional library council...Duties of the regional network council include overall administrative responsibility for the network, adopting an annual plan of service, assuring the appropriate expenditure of funds, and submitting annual budget proposals to the state board for implementation of the provisions of this article.

(b) Each regional network council shall elect from its membership a representative board to carry out its policies.

(c) Administration and management of the regional library network shall provide the vision and leadership necessary to perform the functions and deliver the services in a timely and satisfactory manner.

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Describe in narrative form how the Regional Library Network implemented section 18841 (a), (b) and (c) including the following elements (use as many pages as necessary):

1. Program Description:

An Interim Administrator, Brian Carpenter, and the Board Chairman jointly administered the Heartland formation period. The Chief Financial Officer for this period was Sharon Burbon, who carried forward her financial management role from the Heartland Planning Group. The Board authorized the establishment of an office. During the start up period concluding on June 30, 2001, the Board held \*\* meetings and the Council held 2 meetings.

Job descriptions were prepared for the position of Director and announcements were made in the area newspapers. The applicant pool was insufficient to warrant continuing with the search so the search was suspended. The Interim Administrator contract was extended one month to allow the Board to review its needs and to determine what funds for administration will be available in the new year.

The Board selected both a legal counsel and an accounting firm to handle legal and financial program of the corporation.

2. Service Delivery Standard(s)/Measures

Measures include successful meetings:

Board: 1/month with a quorum at each.

Council: Sufficient to hold orientation, election and approve the Plan of Service

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### 3. Evaluation

Results: Board meetings held on schedule with attendance averaging above a quorum and all members participated in the governance of the Network.

Two meetings of the Council were held and the objective measure was met.

Administration of the Network did not develop as quickly as anticipated due to the problem in hiring staff to support the administrative functions. Kay Anthony, Board President stepped in to handle the necessary administrative duties, and handled her responsibilities efficiently and effectively.

Program element:

18842. (Telecommunications Infrastructure)

Each regional library network shall do all of the following:

- (a) Make available a telecommunications system for the transfer of information and communications among its members.
- (b) Provide regional communications based upon the most effective methods of exchanging information among its members.
- (d) Provide online access to the information files, resources, and bibliographic records of its members which may be accessed regionally and statewide.

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Describe in narrative form how the Regional Library Network implemented section 18842 (a), (b) and (d) including the following elements (use as many pages as necessary):

#### 1. Program Description

The telecommunications project funded to the Planning Group was completed in this year. This program purchased and set up the virtual catalog, resource sharing software and the authentication software for use to support interlibrary loan, reference and information services and administrative services.

Implementation is handled under contract with the San Joaquin Valley Library System.

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The Board developed the Plan of Service for 2001-02 in the fourth quarter, which will continue the development of this program under a contract with the San Joaquin Valley Library System.

### 2. Service Delivery Standard(s)/Measures

### 3. Evaluation

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Program element:

18842. (Regional Delivery)

Each regional library network shall do all of the following:

(c) Provide intraregional delivery service based upon the most cost-effective methods for moving materials among its members.

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Describe in narrative form how the Regional Library Network implemented section 18842 (c), including the following elements (use as many pages as necessary):

1. Program Description

Delivery service program was developed with standards for service under contract with the San Joaquin Valley Library System. The System handled the preparation to start delivery during the fourth quarter.

2. Service Delivery Standard(s)/Measures

Service level established was twice weekly to each member and \*\*% delivered within \* days.

3. Evaluation

Not all of the elements were in place to complete delivery on schedule to all members. The number of items in the delivery was very small. It is anticipated that this will increase in the 2001-02 period as the reference services and interlibrary loan protocols are established and training is completed.

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Program element:

18845. (Training and Continuing Education)

Each regional library network shall provide opportunities for training and continuing education activities that encourage the most effective use of the resources and services authorized under this chapter, and that respond to the needs of its members in the effective delivery of services.

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Describe in narrative form how the Regional Library Network implemented section 18845, including the following elements (use as many pages as necessary):

1. Program Description

Training for this year focused on putting in place the InfoPeople Scholarship program and developing the protocols for its use. The program development for future reference training was also completed so that the program can begin in the 2001-02 FY.

2. Service Delivery Standard(s)/Measures

The number of attendees trained with the evaluations from those members on the effectiveness and relevancy the needs to better serve their clientele.

3. Evaluation

Training for non public members will take place in 2001-02.

Regional Library Network: \_\_\_\_\_

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Program element:

18846. (Information and Referrals)

(a) Each regional library network shall provide information and referrals to answer requests that are beyond the capacity or capability of its members by accessing the resources and expertise of other libraries, improving general reference service in participating libraries, and improving reference service to respond to the needs of the underserved populations in the region.

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Describe in narrative form how the Regional Library Network implemented section 18846, including the following elements (use as many pages as necessary):

1. Program Description

A referral program was established under contract with the San Joaquin Valley Library System. Their Reference Center, San Joaquin Valley Information Service, will handle all referrals from all Heartland members. Staff of SJVIS will handle or subcontract for the answering of all referred questions.

In addition, the Board approved the acquisition of a block of FirstSearch database services to be used by each member. The protocols for use were established and information was disseminated to the members.

2. Service Delivery Standard(s)/Measures

This service is provided under contract from the San Joaquin Valley Library System. The standard measures are 80% of the questions answered within 2 days.

3. Evaluation

All questions received were answered within the standard. Evaluation of the FirstSearch service will be made in 2001-02.



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Program element:

18847. (Public Awareness)

Each regional library network shall augment the public awareness programs of its members by providing public relations packages to them for customization and dissemination.

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Describe in narrative form how the Regional Library Network implemented section 18847, including the following elements (use as many pages as necessary):

1. Program Description

Materials developed and distributed resulted in forty-six applications received and approved for membership. The mailings reached all of the libraries in the area. The Plan of Service for 2001-02 established specific guidelines for the acquisition of additional members.

Outreach and media events were planned and held.

2. Service Delivery Standard(s)/Measures

Standards will be measured against the Plan of Service goals for the number of new members added and the information disseminated to the community about the Heartland and the Library of California.

3. Evaluation

Expectations for new members have been achieved. Events held yielded less than the number of attendees; however, the region has been able to maintain good connections for future activities and events.

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In January 2001 regional networks were provided with a list of actions to be taken before a network can expend funds, derived from both the Library of California Act and the California Corporations Code. The two primary actions are recognition of the network by the LoC Board and the incorporation as a non-profit organization.

With these two actions taken, the State of California recognizes networks as legal entities. However, there are other actions that networks must take to have the legal authority to expend funds and to undertake activity on behalf of their members. The following list groups items together in the order in which they might or should be accomplished. The first 23 items were those that were to be addressed prior to the network expending funds.

Please provide the date(s) on which the actions were taken, so that we can add it to your regional documentation.

### Legal Requirements for Network Operations

Network Action	Date Completed
1. Approval of the Regional Library Network by LOC Board	November 2000
2. File Articles of Incorporation <sup>1</sup>	September 2000
3. Obtain federal employer identification number <sup>2†</sup>	
4. Establish fiscal agent <sup>†</sup>	January 2001
5. Establish fund accounts <sup>†</sup>	January 2001
6. Incorporator admits charter members to membership and establishes the Council	December 2000
7. Prepare and post meeting notice and agenda for 1st Council meeting	December 2000
8. Incorporator convenes Council	December 2000
9. Council elects Council Chair	December 2000
10. Council adopts bylaws and directs Secretary to certify bylaws	December 2000
11. Council determines authority of the Board of Directors	December 2000
12. Council elects members of the Board	January 2001
13. Elect Board Chair	February 2001
14. Council ratifies selection of agent for service of process, submission of applications for tax-exempt status, selection of fiscal agent and establishment of fund accounts <sup>†</sup>	
15. Council determines corporation's fiscal year	December 2000
16. Council establishes principal place of business (street and mailing address(es))	June 2001
17. Council adopts plan of service	December 2000
18. Council adopts budget and approves initial expenditures in accordance with adopted plan of service	December 2000

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19. Council authorizes Chair to appoint committee on membership	December 2000
20. Council selects library user members	January 2001
21. Appoint officers	February 2001
22. Determine where meeting notices to be posted officially	December 2000
23. Authorize payment of incorporation expenses	
24. Submit applications for tax-exempt status to IRS/FTB <sup>†</sup>	
25. Receive IRS determination <sup>3</sup>	
26. Receive FTB determination <sup>3</sup>	
27. Hire staff	
28. Council adopts (or authorizes Board to adopt) conflict of interest code	
29. Council/Board establishes subgroups, committees and advisory bodies	
30. Council develops schedule of meetings	March 2001
31. Board authorizes expenditures in accordance with adopted plan of service	January 2001
32. Board prepares and authorizes budget and plan of service for upcoming year to be adopted by the Council at its annual meeting	March 2001
33. Authorize filing of Statement By Domestic Nonprofit Corporation with Secretary of State	September 2001
34. Authorize filing of Registration/Renewal Fee Report to Attorney General of California <sup>5</sup>	

<sup>1</sup> Incorporation date.

<sup>2</sup> IRS Form SS-4.

<sup>3</sup> Date of determination letters from IRS/FTB. If exemption applications submitted within 27/15 months, respectively, of incorporation date, exemption will be effective as of incorporation date.

<sup>4</sup> EDD Form DE 1NP Registration Form For Non-Profit Employers.

<sup>5</sup> Form RRF-1 filed annually on or before January 15.

<sup>†</sup> These actions may be taken by the Incorporator before the Council is convened. If any of the actions have not been taken by the Incorporator, the Council should adopt resolutions taking these actions.